

# THE HANDBOOK



Bureau of Eligibility Services  
January 1999

## Index of Alerts

Alphabetical by Type

1. Social Security Alerts
2. ORS, Child Support Alerts
3. Case Management Alerts



BE A WISE WORKER  
USE ALERTS

### ALERT HINTS

1. Set a scheduled time every day to:
  - ▶ pull your alerts,
  - ▶ prioritize,
  - ▶ and work.
2. Clear alert once it is reviewed and any action needed is taken.
3. DOCUMENT ON CAAL!!!!!--Log every action you take and why.
4. If you are unsure of what information the alert is giving or what action is required, PLEASE ASK!!!



Never clear an alert until the proper action is taken.

# SOCIAL SECURITY ALERTS



<b>ALERT</b>	<b>WHAT IT MEANS</b>	<b>WHAT TO DO WITH IT</b>
<b>BDX DROPPED(State)</b>	A person for whom we have established a BDX exchange has applied for assistance in another state and that state has requested BENDEX info.	Check and see if the client is still residing in Utah and either close the case or reinstate the match for Utah by completing a WTPY request.
<b>BDX INFO REC'D (SSN) See BDXI</b>	Two situations create this alert: 1)The person for whom we are requesting information is not receiving SSA, but may be receiving SSI, RR, or Black Lung benefits; 2) According to SSA records, the person for whom we have previously established a BENDEX exchange has died.	Go to the BDX screen and see what information has created the alert and then take appropriate action.
<b>BDX INTERFACE NTFND (YYMM) (first name)</b>  <b>PACMIS HELP DESK 538-4248 fax</b>	This alert is sent when SSA is found for a client in PACMIS but the client cannot be found on the BENDEX tape. There may be a WTPY screen which shows the information but the BNDX will not match.	Verify the SSN and the name--if the information is incorrect, make the appropriate changes. If everything is ok and the case has been open at least 6 weeks-initiate a manual request. Delete the alert, if the problem persists fax the hard copy of whatever verifications you have to Help Desk with a note that the BNDX isn't matching and what actions have been taken.
<b>BENDEX ENDED</b>	SSA has terminated the BENDEX exchange because we requested a deletion. This occurs when a person is no longer open for Medicaid. This does not mean that the SS income has ended.	If the case is closed, delete the alert. If the case has reverted to open or reopened, you can request WTPY.
<b>BDX PROS INC-DISC (YYMM)</b>	This alert is generated when the SSA income on the BDX tape differs from the SSA income posted on the UNIN.	Verify the SSA on the BDX and change the amount on the UNIN. Reauthorize benefits and delete the alert. Be sure to use the most current BDX information.
<b>BDX PROS INC NOT FOUND</b>	This alert is generated when there is an SSA amount on the BDX and no SSA is posted on the UNIN.	Verify the SSA on the BDX and post the amount on the UNIN. Redetermine eligibility and authorize or close the program. Delete the alert. Be sure to use the most current BDX information.
<b>BDX TWO OR MORE AMOUNTS FND</b>	This alert is generated when the BDX lists more than one SSA amount and there is only one on UNIN.	Verify the SSA on the BDX and post the amount on the UNIN. Be careful not to separate 'DUAL' benefits. Reauthorize benefits and delete the alert. Be sure to use the most current BDX information.
<b>CLIENT DENIED SSI (first name)</b>	This alert is generated when the SDX indicates that a PACMIS client has been denied SSI.	Follow the policy in Vol IIID 303-8 on how to handle disability denials.

<b>ALERT</b>	<b>WHAT IT MEANS</b>	<b>WHAT TO DO WITH IT</b>
<b>MUTLI BDX INC FND</b>	This alert is generated when SSA lists multiple SSA income for which we have only one listed on PACMIS.	Verify the SSA on the BDX and post the amount on the UNIN. Be careful not to separate 'DUAL' benefits. Reauthorize benefits and delete the alert. Be sure to use the most current BDX information.
<b>MULTI SSA INC FND (YYMM) (first name)</b>	A client has more than one SS income listed. YYMM represents the benefit month.	More than one type of SSA or two different amounts are posted. Worker needs to verify income and check for dual eligibility.
<b>PRIOR BDX (State) (SSN)</b>	A person for whom we are requesting SSA information may be receiving assistance in another state. SSA will send the information and establish a data exchange with us. They will also alert us that another state had previously inquired about the person on the BENDEX exchange.	See if there is another case in the other state. Ask the other state if the client is receiving benefits there. If they are not receiving in that state return the match to Utah by completing a manual request. If they are receiving there, try to obtain the client's address. Close the case 'MV' and send notice.
<b>SDX 01-SURNAME 02-DOB 03-SEX 04-GIVNAME MISMATCH</b>	These alerts are generated during the SSA interface when client identifying information does not match PACMIS information.	Check the case record to compare the information for spelling etc. Make appropriate changes. Delete the alert.
<b>SDX PROS. INC NT FND (MMYY) (first name)</b>	This alert is generated when the SDX lists an SSI payment and none exists on UNIN.	Check the SDX and post the SSI amount on UNIN. Redetermine eligibility and send appropriate notices. Clear the alert.
<b>SDX INTERFACE NT FND (MMYY) (first name)</b>	This alert is generated when PACMIS has SSI posted prospectively on UNIN but it is not found on the SDX.	Check the SS# then check the interface to see if SSI has been discontinued. If so, remove SSI from UNIN and check for program eligibility without SSI. If the SSI is in non-pay status, determine the reason and take appropriate action. Clear the alert.
<b>SDX PROS INC DISCREP</b>	This alert is generated when SSI income on the SDX does match the UNIN screen.	Check the SDX and change the SSI amount on UNIN. Redetermine eligibility, reauthorize or close and send appropriate notices. Clear the alert.
<b>SSA PROS. INC DISCR (YYMM) (first name)</b>	The monthly SSA amount on the BDXI screen varies by more than \$1.00 from the current month's prospective SSA income on UNIN.	Check the figures and see if we need to update our information on UNIN. Check the report date for current information.
<b>SSA TERMINATED 000-00-0000 NAME</b>	The person for whom we are requesting information has received SSA in the past, but the benefits have stopped.	Remove SSA income from UNIN. Check for program eligibility without SSA.

ALERT	WHAT IT MEANS	WHAT TO DO WITH IT
<b>SSA PROS INC NTFND (YYMM) (first name)</b>	<p>This alert is created when Social Security runs an interface with our computer and finds no "SSA" amount posted to UNIN.</p>	<p>It can also appear when a child draws SSA on someone else's SS# it can cause problems with the computer interface. The benefit is being paid under a different SS#. If the child has turned 18 years and is no longer eligible, we may also get this alert. <b>This alert also appears if someone in the household is receiving SSA and we have failed to post it to the UNIN screen.</b> Verify SSA status and amounts for all HH members. **Remember to use the child's own SSN. Complete a manual request if the information is not on the computer. You can also ask for verification from the client in the form of an award letter or a copy of the SSA check at the first of the month. If the SSA is for an ABD person, verify the gross income. They may have a Medicare premium deducted. If you get this alert, but do have a hard copy verification, contact SocSec.</p>
<b>SSI INFO (SSN) see SDXI</b>	<p>This alert is created when the SDX's current record indicates the SSI payment has stopped or has been denied.</p>	<p>Read SDX screen--Determine why the SSI has stopped or been denied and then apply that information prospectively to your case.</p>
<b>SSI PROS INC DISCR (YYMM) (first name)</b>	<p>This alert is generated when the monthly SSI amount on the SDXI screen varies by more than \$1.00 from the current month's prospective SSI income on UNIN.</p>	<p>Reconcile the discrepancy. Check the INME screen for the correct amount of SSI. Update UNIN.</p>
<b>SSI PROS INC NTFND (YYMM) (first name)</b>	<p>This alert is created when the SDX lists SSI for a person and PACMIS has no current month prospective SSI income for that person.</p>	<p>Reconcile the discrepancy. Access interface on INME and contact the client for SSI verification and status. If not updated do a WTPY manual request for an update. It should be available the next day.</p>
<b>TWO OR MORE SSI AMTS (YYMM) first name</b>	<p>This alert is created when a client has more than one SSI income listed on the prospective UNIN.</p>	<p>Resolve the discrepancy by accessing the interface on the INME screen. Do a WTPY for the most recent information. Post the correct amount.</p>

<b>ALERT</b>	<b>WHAT IT MEANS</b>	<b>WHAT TO DO WITH IT</b>
<b>CHILD SUPPORT (CS) ALERTS--PACMIS is comparing child support posted on UNIN to what ORS is recovering and has found some type of discrepancy. Check the UNIN screen against what is being collected by ORS. Determine if CS has stopped, has increased or decreased, etc. A new Best Estimate may need to be done when working these alerts.</b>		
<b>CS/ (Type) PRO NONE SENT FROM ORS</b>	Child support is posted on UNIN prospective screen but no CS was sent by ORS for this month. This alert will generally be accompanied by the alert below.	Research to see if we can prospectively anticipate any child support. Ask these questions: Has the absent parent lost his job? Did he just pay this month late or early? Was ORS slow sending our client the refund? Is the HH now receiving child support directly from the absent parent?
<b>CS /( Type) - P =\$\$.\$\$\$, R=\$\$.\$\$</b>	PACMIS is comparing the UNIN prospective and retroactive screens and has noted differences.	Compare the coding on the retroactive and prospective screens. Compare with CHHS for type and the interface for amount. O = old amount N=new amount.
<b>CS/CR or MR = \$\$</b>	Child Support has been sent through ORS and the interface compares this new income w/ what is already posted on PACMIS and there is a discrepancy.	Check CHSS and ORS accounting screens to see what monies are being received and if received on a regular basis. If payments are consistent, post to the UNIN screen.
<b>NO MED PART - ORS SENT CS/MR</b>	Created when ORS has an open medical case and PACMIS does not show a medical program open.	Notify ORS (use form 569) of the current status of the case. Post the Child Support with correct codes if needed.
<b>ORS POSTED RETRO, RECALC PRO</b>	Created when ORS posts child support to UNIN but current benefits have not been authorized.	ORS posts child support to the retroactive UNIN screen. If there is nothing on the prospective UNIN you must determine if the CS posted will continue. If it will then post to the prospective UNIN when you can give 10 day notice. CS/MR, CS/CR: Verify on accounting screens.
<b>PROGRAM NOT AUTH - ORS POSTED INC.</b>	ORS has income to compare. The benefit has not been authorized.	Check CHSS and ORS accounting screens before you authorize the next month's benefit.
<b>R-CS/ (CR,MR, or AR) O= \$\$.\$\$ N=\$\$.</b>	The amount ORS posted to the retroactive UNIN screen differs from what they posted last month.	Check CAP2 for current program status. Determine if the Best Estimate of anticipated child support needs to be adjusted.

<b>ALERT</b>	<b>WHAT IT MEANS</b>	<b>WHAT TO DO WITH IT</b>
<b>CASE SCHEDULED AUTO-CLOSURE</b>	This alert is generated when a case is scheduled for auto-closure because of an incomplete review or the last month of eligibility on a Medical program.	This alert shows about the 18 <sup>th</sup> of the month. For review, reset the alert for the last day of the month to pull the closed case or pull the case and delete the alert. No other action is needed. Check program end dates for those programs closing and look at eligibility under any other medical programs. Use this alert to track closed cases.
<b>CASE TRANSFERRED FROM (Region/Office)</b>	This alert is created by the CARC screen when transferring cases.	Check address, ZIP code, & county codes on ADDR. Read the CAAL narrative. Make sure the HMO is updated and that the CARC screen shows the correct information.
<b>CONFIRM/DELETE OVERPT FOR MMMYY</b>	This alert is generated when an overpayment was created as a result of a correction but no action was taken on OVRE.	Determine whether the OP is correct. Access OVRE through CLAR. Follow the OP procedures. Delete the alert. Copy the OVRE screen for the file and document on CAAL.
<b>DEAUTH - FIRST 3 BEN MONTHS</b>	This alert is generated when benefits have not been authorized during the initial, intervening or the 1 <sup>st</sup> regular month that the case is opened at the time of the monthly rollover.	Check the case to ensure that the benefits have been authorized for the 1 <sup>st</sup> three benefit months. If all benefits have been authorized, then reauthorize the benefits and send the appropriate notices. Delete the alert.
<b>DEAUTH - NB CHILD TURNED 18</b>	Created by rollover for an NB+ case when a child is turning 18.	If the child turning 18 was born before Sept. 30 1983, remove them from the NB+ or close the case. If the child turning 18 was born after Sept 30, 1983 they remain eligible through the month they turn 19. Manually set an alert for the month they turn 19 to take action.
<b>DEAUTH--PN CHILD TURNED 2 MONTHS</b>	Created by rollover on a PN case when the "roll to" month is 2 months past the date of the birth of a new baby. *If the baby is born on the 1 <sup>st</sup> or 2 <sup>nd</sup> day of the month this alert does not generate correctly. Set a manual alert for 60 days.	The mother is no longer eligible on PN. If you have received the birth verification, open PN+. Remove the mother by coding her "DM" on SEPA. Remove the "P" on SSDO. Authorize the benefit. Send notice. If the birth verification has not been received, close the case "TN" and send notice. Log action.
<b>DEAUTH-REVIEW REGISTERED</b>	This alert is generated when review forms have been registered but a new CERTIFICATION THRU DATE has not been entered on the authorization screen.	Check the case to see if the review was completed. If not, close the case and send notice. If it was completed, complete the review, authorize benefits, and send the notice. Delete the alert. *Do not register the review until it is ready to work and authorize.
<b>END OF ?? MO EXTENDED MEDICAL</b>	This alert is created by Rollover on a 4 month medical case when the "roll-to" month is four months past the start month.	Close the program and send a notice. Look at eligibility for other Medicaid programs. Reauthorize any remaining open program types and delete the alert.
<b>END OF 2 MO EXTENDED MEDICAL</b>	This alert is created by Rollover on a 'PN' or 'PG' case when the "roll-to" month is two months past the date of birth of a new baby.	Close the program and send notice. Look at eligibility for other Medicaid programs. If we have birth verification, the baby is automatically eligible for PN+ to age 1. Reauthorize any remaining open program types and delete the alert.



<b>ALERT</b>	<b>WHAT IT MEANS</b>	<b>WHAT TO DO WITH IT</b>
<b>(First Name) WILL TURN (age)</b>	This alert is generated immediately after monthly rollover. <u>Alert and De-authorization</u> Individuals who turn 18 open on FM, RM, CM, or turn 64+9 months in any medical program. <u>Alert Only</u> Individuals who turn 65 open on a DM or BM program.	Child Turns 18: Auto notice mails to verify school attendance for medical programs. If in school, must complete training or graduate before age 19 to be considered for CM, FM, or RM. If not in school, remove child from case and look at eligibility under UMAP.  Turn 65: BM/DM Medicaid needs to be closed and AM opened.
<b>ID CHANGED FOR (first name)</b>	This alert is created by the CLMA (Client Maintenance) screen when a worker changes any client data for an individual the worker making the change is not the worker to which the case is assigned.	Check the case record to ensure that the change is valid. Delete the alert.
<b>INTERVIEW INFO NOT COMPLETED</b>	This alert is generated when no interview date has been entered on the INDA screen and 5 days have elapsed since the app was registered.	Check to see if an interview date was assigned and the client notified. If the client has not been notified, send notice and enter the new date on INDA. If the client has been notified, enter the 30 <sup>th</sup> or 90 <sup>th</sup> day from the date of application. Clear the alert.
<b>INTERVIEW NOT COMPLETE (pr)</b>	This alert is generated when an application has been registered, an interview date has been set and the complete field is 'N' or blank.	This alert notifies you of the scheduled auto-denial and is generated on the 23 <sup>rd</sup> day after the BENEFIT EFFECTIVE DATE. PACMIS will auto deny the application on the 30th day. Check to see if the interview has been completed. If yes, change indicator to Y and enter. Clear the alert.
<b>(PR) MAO EXCESS UNPD FOR (mmmyy)</b>	This alert is generated around the 8 <sup>th</sup> of the month on all medical program types (except NH) that have an unpaid spenddown.	Check the MEPH to see if the spenddown has been paid since the alerts ran. If it is a new application, you may want to update the alert to the date on the notice you sent to the client. Make sure the client has been notified about the spenddown for the month. If the client has not been notified, send a notice. If the case has been open & the spenddown has not been met for two months, close the case and send the appropriate notice. Clear the alert.
<b>MASS CHANGE (MMYY)--FAILED (pgm)</b>	This alert is created by PACMIS when a program fails eligibility in the new month because of a mass change run.	Check to see why the program fails and if the case is coded correctly. If the reason is valid, close the case. Send notice.
<b>(MMYY) MASS CHANGE REDETER (pgm)</b>	This alert is created by PACMIS when a program type has missing or inconsistent data during a mass change run which prevents further processing.	Check to make sure that what has changed is correct. Redetermine eligibility. Check to see if the client is eligible for other programs. Send notice of changes.

<b>ALERT</b>	<b>WHAT IT MEANS</b>	<b>WHAT TO DO WITH IT</b>
<b>NB--CHILD TURNING 6</b>	Created by Rollover when a NB child is turning six years old.	Child is no longer eligible on NB rules. Look at NB+ eligibility. Request current income and asset information to redetermine eligibility. If the case fails NB+ then remove that child and evaluate for continuing NB eligibility for the younger children or close the case. Look at NB+ or CHIP for the children age 6-18.
<b>NB AUTO CLOSE - CHILD 18</b>	Created by rollover for a NB+ case when the only child is turning 18.	Case should have auto closed due to the child's age. Make sure the case auto closed and that a notice was sent and then delete the alert.
<b>NH STATUS CHANGE TO LONG TERM</b>	This alert is generated when NH status is changed to LT by PACMIS.	Check the date of entry to the NH to ensure that the client is long term. Reauthorize benefits on the NUHL. Ensure that the personal needs allowance is being used instead of BMS. Send the appropriate notices. Clear the alert.
<b>No MASS CHANGE (MMYY) (pgm type) paid</b>	This alert is created when a program which should have been included in a mass change was not included because benefits had already been issued.	Usually the cause of this alert is due to: 1. "Copying" and authorizing benefits too far into the future; or 2. Authorizing benefits as part of an application <u>after</u> mass change has run.  There are many types of "mass changes." This alert is telling you that whatever changes were made did not affect current month benefits. Depending on the type of mass change, you may have to redetermine benefits to include the mass change. **Remember if benefits decrease, you must give 10 day notice.
<b>OUTSTANDING NOTICE</b>	Produced for every outstanding notice on the NORE screen. Due date is same day as alert appears. Can be deleted by clearing the NORE screen.	Check NORE screen to see if proper notice was sent. Send those notices that should be sent. Delete any outstanding notices not needed. This will automatically delete the alerts on EWAL.
<b>PENDED VERIFICATION</b>	These alerts have to do with the entry of a verification code on various PACMIS screens. The code requires entry of a "PEND DATE." NOTE: there really is no reason to use this field. Use manual alerts or the auto closure alert.	These alerts will disappear automatically when the 'PEND' verification dates are removed from the PACMIS screen where coded. The date is the verification date specified by the worker. (IT IS MUCH EASIER ON YOURSELF IF YOU DO NOT USE PEND DATES).
<b>PN AUTO-CLOSE--PGM EXPIRED</b>	Created by rollover when 12 months has elapsed between the date of birth and the current benefit month. This alert should really be called PN+ program expired.	The computer automatically sends the client a notice letting them know that if they verify the income by the end of the month we will look at eligibility for the NB, CM, or CHIP program without requiring a new application. Log that the case has closed, clear alert and file in closed files if this is the only program client was open for and the requested verifications were not provided.

<b>ALERT</b>	<b>WHAT IT MEANS</b>	<b>WHAT TO DO WITH IT</b>
<b>PN CASE - NO UB RELATIONSHIP</b>	There is not an unborn with a relationship as UB coded on SEPA.	Make sure that you have an unborn coded UB for relationship on SEPA.
<b>(pgm) PAYMENT NOT AUTHORIZED</b>	This alert is generated when a program is open but the current month benefit has not been authorized.	Check CAP2 for program status and current month. If benefits need to be authorized, copy to the current month if necessary, authorize benefits and send appropriate notices. If ongoing benefits are pending for receipt of verification, delete alert.
<b>(Pgm) REVIEW OVERDUE</b>	This alert is generated approximately the 18th of the month when the review has been registered but the benefit has not been authorized.	If the review has been completed and all verification received, update the review, authorize benefits, and send appropriate notices. (If review is not registered, the case will auto close.) If the review cannot be completed, close the case RV and send notice.
<b>(Pgm) TAKE APPRVL/DENIAL ACTION</b>	This alert is generated when an application interview has been completed and the time limit for processing the application has been exceeded. It runs 30 days after the date of application.	If an application for Medicaid assistance is pending, re-set the alert to approve or deny the application based on program time limits. 30 days or 90 days ( 90 days for B or D Medicaid only)
<b>REFUGEE In US &gt; 8 MO</b>	Created when a client receiving Refugee Assistance has reached the end of the allotted 8 months.	Close Refugee Assistance. Look at eligibility for other programs.
<b>REVIEW HOLD ON PAYMENT (pgm)</b>	Created when "HOLD" is marked on any authorization screen.	It's better not to use this. Deauthorize benefits or don't authorize in the first place when you have a question on eligibility. This is used by PACMIS for SLMB AND QI's because no card is issued for these programs.
<b>SSN NOT VER (SSN) See WTPI</b>	PACMIS creates an alert to notify workers of NUMIDENT response which indicates that the SSN was not verified. This could be due to a birth date being entered incorrectly or a name change.	Ask for a hard copy of the SS card at the initial interview, check our records to be sure we entered the correct SSN and birth date. If we have the card and the correct information in PACMIS, notify the client that the SS records show a discrepancy. If there is a possibility of fraudulent use of a SSN, pursue discrepancy by requiring the client to verify the SSN with Social Security.
<b>SSN REQUIRED FOR (first name)</b>	Created when 90 days has elapsed since the date of application for Social Security card. SS5 date on SSDO	Send ALSN notice to client requesting copy of the Social Security card/number/verification or re-application. If client does not cooperate, remove that person from the program.
<b>TM AUTO CLOSE-EXHAUSTED 24 MONTHS</b>	Created by rollover when the benefit month is 24 months past the start of a TM case.	Case has auto-closed. Screen case for other types of Medicaid eligibility. Verify information.

ALERT	WHAT IT MEANS	WHAT TO DO WITH IT
<b>TPL REFERRAL NEEDS FOLLOW-UP</b>	This alert is generated when an "R": is entered in the TPL field on the ETRC screen and is not changed within 45 days from the date entered. The alert is produced 46 days after the application date.	When the TPL information is completed change the 'R' to 'Y' and enter the date. For offices with an HPR, the HPR will assign an HMO. In some offices the worker has the responsibility to inform the client regarding the HMO choices and how it will affect them. Make sure that an ALHS has been sent and the client understands the importance of making an HMO or Primary Provider choice.
<b>UNBORN (last initial) BORN</b>	This alert identifies an unborn who is expected to be born during the month created by rollover.	Check the due date, if the due date has not arrived, update the alert to the due date. If the client has not reported the birth of the baby by the due date, the worker needs to send out an ALBC or ALPN notice. Manually set another alert to for 10 days to control for the report.